ExaGrid Tiered Backup Storage

Release Notes For ExaGrid 6.2.0

Fastest Backups. Fastest Recoveries.

Unparalleled, Cost-effective Scale-out.

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Table of Contents

Release Notes For ExaGrid 6.2.0 1

ExaGrid 6.2.0 Release Notes 4

Product Documentation 4

Requirements and Restrictions 6

Third Party Software 6

Ensure Your ExaGrid System is Protected From Unplanned Power Events 6

Attach ExaGrid Server Bezels 6

Web Browsers 6

SSH Clients ..... **Error! Bookmark not defined.**

Maximum Number of Shares 7

Maximum GRID size 7

Updating a Windows-based Backup Application Server's Time Out Registry Key 8

Support Access Code Security 9

Downloading ExaGrid Server Software Updates 10

Upgrading From previous Versions 11

Vulnerability/Security Scanning 11

SNMP Considerations 12

New in ExaGrid 6.2.0 13

Support for Veeam's Fast Clone with Veeam v12 14

IPv6 support 14

ExaGrid Cloud Tier supports Microsoft Azure public cloud 14

Cloud Tier performance improvements 14

Alert on backup data deduplication ratio decrease 15

NetBackup IT Analytics Integration 15

General Issues Found in ExaGrid 6.2.0 16

Reporting Issues Found in ExaGrid 6.2.0 21

Appendix A - CVEs 23

ExaGrid's World-Class Support Team 26

ExaGrid 6.2.0 Release Notes

ExaGrid appliances are comprised of Intel® or AMD processors, enterprise SATA/SAS drives, RAID 6 with hot spare, and ExaGrid software.

Since each appliance includes the appropriate amount of processor, memory, disk, and bandwidth for the backup data size, as each appliance is plugged into the switch and virtualized into the GRID, performance is maintained and backup times do not increase as data is added.

This combination of capabilities in a turnkey appliance makes the ExaGrid system easy to install, manage, and scale.

Product Documentation

The following system documentation is available from your ExaGrid System's Online library:

- *Administrator's Guide For ExaGrid Software*
- *Disaster Recovery Procedures*

The following backup application documentation is available from your ExaGrid System's Online library:

- *ExaGrid/Veeam Backup and Restore Solutions*
- Using HYCU with ExaGrid
- *Using Veritas NetBackup™ with ExaGrid*
- *Using Commvault® 11 and later with ExaGrid 6.0 and Later*
- *Using Oracle RMAN with ExaGrid*
- *Using Microsoft® SQL Database Backup with ExaGrid*
- *Using IBM Spectrum Protect™ with ExaGrid*
- *Using a LaserVault Universal Backup Device with ExaGrid*
- *Using Dell EMC NetWorker® with ExaGrid*
- *Using arcserve® Backup Version 16 and Later with ExaGrid*

- *Using arcserve® D2D with ExaGrid*
- *Using arcserve® UDP with ExaGrid*
- *Using Veritas Backup Exec™ with ExaGrid*
- *Using Quest™ vRanger with ExaGrid*
- *Using Micro® Focus Data Protector with ExaGrid*
- *Using Quest™ LiteSpeed® with an ExaGrid System guide*
- *Using Idera™ SQLsafe™ with ExaGrid*
- *Using redgate® SQL Backup Pro with ExaGrid*
- *Using Acronis® Backup and Recovery™ with ExaGrid*
- *Using Bridgehead® Agents with ExaGrid*
- *Using POSIX ® Compliant tar with ExaGrid*
- *Using StorageCraft® ShadowProtect® with ExaGrid*
- *Using Carbonite Amanda Enterprise with ExaGrid*
- *Using Quest™ NetVault Backup and NetVault SmartDisk with ExaGrid*

  NOTE: ExaGrid is continually qualifying new backup applications and new versions of backup applications. The ExaGrid web site (www.exagrid.com) will have the most up-to-date list of qualified applications.

To view the ExaGrid Online Library:

1. From the ExaGrid user interface's main menu, click **Help**.
2. From the drop down menu, select **Online Library**. The ExaGrid Online Library page is displayed.

Requirements and Restrictions

Before using your ExaGrid System, please review the following requirements and restrictions.

Third Party Software

Do not install third party software on your ExaGrid Server. Installing third party software may result in a loss of data and void your ExaGrid Warranty.

Ensure Your ExaGrid System is Protected From Unplanned Power Events

All ExaGrid Servers must be protected from sudden power loss by a power management system (UPS) capable of keeping the ExaGrid System's ExaGrid Servers running for at least five minutes and properly shutting down the ExaGrid Servers. For details on how to configure your power management system for your ExaGrid System, consult the Assembling and Initializing ExaGrid Servers guide found in your ExaGrid System's online library.

Attach ExaGrid Server Bezels

ExaGrid Servers have undergone extensive compliance testing for safety and electrical emissions. Testing was performed with the front bezel attached. To ensure that your ExaGrid Servers experience the same levels of compliance found by our independent testers, the front bezels must be attached to your ExaGrid Servers

Web Browsers

ExaGrid's browser-based user interface requires either Microsoft Edge 84 and later, Google Chrome 84 and later, or Mozilla Firefox 70 and later.

Note that due to security and new reporting changes, Internet Explorer 11 is not supported.

All HTTPS pages are properly accepted by later browsers that are enforcing minimum TLS key lengths. The following browsers are required to access any ExaGrid HTTPS page in the user interface:

- Windows 8 and later, Server 2012 and later: Mozilla Firefox 70 and later, Google Chrome 84 and later, and Microsoft 84 and later
- Windows 7 SP1: Mozilla Firefox 70 and later, Google Chrome 84 and later
- Windows 2008 R2 SP3: Mozilla Firefox 70 and later, Google Chrome 84 and later
- Mozilla Firefox 70 and later and Google Chrome 84 and later on other platforms

Not supported: any browser on Win2003, Vista, WinXP, Win2008 prior to R2 SP3, Windows 7 prior to SP1, Internet Explorer 11 on any platform.

Maximum Number of Shares

Each ExaGrid Server may host up to 20 primary shares, plus 20 InstantDR shares.

Each ExaGrid Site with more than five ExaGrid Servers may host up to 100 primary shares, plus 100 InstantDR shares, across all Servers in the Site.

The total number of primary shares replicated from all Spoke sites to the Hub site is limited to 1280 shares.

Maximum GRID size

- The maximum number of Servers in any one site is 32
- The maximum number of Spoke sites is 15
- The total number of Servers across all Sites is limited to 75.

Updating a Windows-based Backup Application Server's Time Out Registry Key

Before a Windows-based backup application server writes to an ExaGrid Share, update its timeout registry key. ExaGrid provides a registry key that will update the timeout key to timeout in 3600 seconds. Extending the timeout ensures that there will be sufficient time to reassemble a deduplicated file or folder regardless of the number of deduplication versions involved.

A copy of this key can be obtained via the ExaGrid user interface:

> **CAUTION:** Left-mouse clicking on the registry key will update the registry key of the server from which you launched your browser to view the ExaGrid user interface.

1. From the ExaGrid main menu, click **Help**.
2. From the drop down menu, click **Online Library**. The online library is displayed.
3. Open the ExaGrid Documentation section.
4. Right click on the ExaGrid Registry Key Script link
5. Select Save Target As....
6. In the dialog box, choose a location and filename. Be sure to use a ".reg" extension.
7. Run the script on your backup application server and the time out key will be updated.

Support Access Code Security

Access to ExaGrid servers by ExaGrid customer support engineers and other authorized personnel is secured and controlled as follows:

The web-based GUI has two administrative accounts created at installation:

- **admin** – with a default password that is initialized to the same default well-known value on all Servers and is changed using the product's GUI. This is the account typically used to administer the ExaGrid Site. If the "admin" default well-known password is not changed after initialization, an alarm will be continuously generated alerting you to the potential security weakness. Leaving the "admin" password at the default well-known password will cause an alarm to be continuously generated until the "admin" password is changed to a non-default value. The default admin user can be deleted if at least one other user (local or Active Directory) has been given the admin role.
- **support** – with a password that is initialized to a unique code called the Support Access Code. This account can never be deleted.

When the first ExaGrid Server in a Site is initialized, a unique code is generated and used as the default credentials for the "support" GUI account and the root login.

This code can be re-generated via the product's web-based GUI

This code can be manually set to a customer-provided string by changing the "support" account password via the product's web-based GUI

The web-based GUI is used to manage support access:

- Password authentication for the root account using SSH can be disabled
- Root access to the ExaGrid server using SSH can be permitted

via a public key generated in the GUI and given to an ExaGrid customer support engineer.

Downloading ExaGrid Server Software Updates

The ExaGrid patch distribution server protects the download of all software updates with a password that changes regularly; contact ExaGrid customer support to obtain the password.

Upgrading From previous Versions

Upgrading to version 6.2.0 can be done from version 6.1.0 P10.

Upgrades can often be done from higher versions - consult with ExaGrid Customer Support to confirm the maximum permitted version from which you can upgrade.

Customers running 4.8.x or 5.x.x should work with their ExaGrid customer support engineer to plan the multiple upgrades required for this release. Upgrading directly from 4.8.x or 5.x.x or 6.0.x to this release is not supported.

Vulnerability/Security Scanning

Most vulnerability scanners try to identify potential vulnerabilities by connecting to network-facing processes and retrieving their advertised version numbers. These version numbers are then cross referenced against a database of vulnerabilities indexed by software name and version. For compatibility reasons, many software vendors (including ExaGrid) will not update these advertised software version numbers when applying security updates. This can result in false positives in security scan results.

Depending upon the vulnerability, it may also be difficult for a scanner to detect if the vulnerability can actually be leveraged. In many cases, vulnerabilities can be mitigated through changes to software configuration settings.

Due to the potential for false positives, please work with your ExaGrid Support representative to determine if any flagged security vulnerabilities:

- Are a result of not following security best practices, such as:
  - Lack of installed trusted X509 (TLS) certificates
  - Use of an easily guessed passwords
  - Setting backup share Network Access Policies incorrectly
- Are valid issues that have not already been patched

- Are vulnerabilities not exploitable due to ExaGrid's use of the component and/or default configuration settings

If vulnerabilities are identified that are exploitable and can be mitigated with configuration settings with a low risk to disrupting your use of the ExaGrid system, then ExaGrid Support will assist with making those configuration changes. Otherwise, ExaGrid will assess the severity of the flagged security issues and address them in the next security maintenance patch.

SNMP Considerations

Refer to the *ExaGrid Administrator's* guide for complete details on ExaGrid's support for SNMP.

Note that as is typical with any SNMP provider, indexed entry's OID(s) can change between software releases.

As described in the *ExaGrid Administrator's* guide, use object description values to find the index of the object with the value to be monitored, rather than assuming or hard-coding an OID.

Most SNMP monitoring applications will do this automatically based on the description values.

New in ExaGrid 6.2.0

Overview

- Support for Veeam's Fast Clone with Veeam v12 for significantly faster synthetic full backups.
- IPv6 support.
- ExaGrid Cloud Tier supports Microsoft Azure public cloud
- Cloud Tier performance improvements
- Alert on poor backup data deduplication
- Rocky Linux 8.0
- NetBackup IT Analytics Integration

Support for Veeam's Fast Clone with Veeam v12

Veeam's Fast Clone technology that "increases the speed of synthetic backup creation and transformation, reduces disk space requirements and decreases the load on storage devices" is now supported with ExaGrid repositories starting in Veeam release v12 and later.

Either existing or new ExaGrid repositories configured in Veeam can be enabled to use Fast Clone.

Note that it is critical to follow ExaGrid best practice of doing only Veeam forward incrementals with ExaGrid repositories.

IPv6 support

ExaGrid networking interfaces support both IPv4 and IPv6 addresses.

ExaGrid Cloud Tier supports Microsoft Azure public cloud

ExaGrid's Cloud Tier can be deployed as a VM in the Azure public cloud using BLOB storage. ExaGrid customer support works with customers to deploy and configure the ExaGrid Cloud Tier and documentation covering requirements is available.

Cloud Tier performance improvements

ExaGrid's Cloud Tier performance of I/O to public cloud storage has been increased, improving RPO.

Alert on poor backup data deduplication

ExaGrid monitors data deduplication ratio on a per-share basis over time and will generate an alarm when it drops to 1.07:1 or below. This can be enabled or disabled on a per share basis; the alert will generate an e-mail to those configured to receive them.

NetBackup IT Analytics Integration

ExaGrid has developed a NetBackup IT Analytics data connector and set of queries that allows ExaGrid capacity-related information to be viewed in an IT Analytics portal.

General Issues Found in ExaGrid 6.2.0

The following table provides high-level descriptions of, and actions for, general issues found in this release:

Description	Action
Configuring a spoke site to use an NTP server that differs from the hub site is not recommended even though it is possible.	All spoke sites should use the hub site as its NTP server, or, use the same external NTP server (corporate or Internet) for the hub and all spokes.
NTP settings must be re-entered if the hub site's role is swapped with a spoke site's role.	When hub and spoke sites are swapped, the NTP settings must be re-entered.
Blank exported reports via Google Chrome browser.	Google Chrome users who export reports may have to "view source" to view the exported report's XML.
KVM console tab is missing from IPMIview interface.	Upgrade IPMIView software to v2.9.23 or later

Description	Action
Windows 2008 R2 SP2 users who backup to, restore or verify from an ExaGrid System with Symantec's OpenStorage, may encounter the following Symantec error: `Error E00084C7 A backup storage read/write error has occurred`	An administrator must disable netdma on Windows 2008 R2 SP2 servers writing OpenStorage backups to an ExaGrid System: `netsh interface tcp set global netma=disable` Re-installation of network drivers may require repeating this command.
If your SMTP server is slow, the 'test' function on the Email Alert Configuration page in the ExaGrid user interface may time out before the server responds. This can lead you to believe that the configuration does not work.	In such cases, retry the Test or wait until your SMTP server is less busy.
An ExaGrid Share named, or has a prefix of, "global" can be created but not used. For example, a share named GlobalOne can be created but it cannot be accessed by your backup application.	Do not name ExaGrid Shares or use names with the prefix "global".

Description	Action
When an ExaGrid Share's host ExaGrid Server is down, property changes are applied when Server is up.	Share properties can be viewed and edited, however the operation won't complete and subsequent changes may be blocked until they can complete when the Server is up.
NetBackup does not support Storage Server names (ExaGrid Site names) that contain spaces.	ExaGrid Sites that contain spaces in their names must be renamed before designating them as NetBackup Storage Servers. 1. Via the ExaGrid user interface, select a site's name. 2. From the main menu, select **Manage**. **3.** From the drop down menu, select **Identification** 4. In the **Site Name:** space, enter a site name that does not contain spaces. Click **Apply** and the ExaGrid Site's name is changed.

Description	Action
Veritas OpenStorage users should not change an ExaGrid Site's name.	Changing an ExaGrid Site's name will require you to: 1. Remove the storage server from the backup application, losing all backup data. 2. Rerun the ExaGrid OpenStorage Plug-in to delete and then discover the new ExaGrid Site's name. 5. Reconfigure your OpenStorage backup job to use the new ExaGrid Site's name.

Description	Action
SNMP trap receivers may not be able to parse SNMP traps until updated with a new ExaGrid SNMP MIB.	The variable bindings in the ExaGrid MIB file have changed. To download a new copy of the MIB file: 1. Via the ExaGrid user interface's main menu, click **Help**. 2. From the drop down menu, select **Online Library**. The ExaGrid Online Library page is displayed. 3. Open the ExaGrid Documentation section. 4. Scroll down to the MIB file listing. 5. Right click on, and save the new MIB file. 6. Use the new MIB file in your network management application.

Reporting Issues Found in ExaGrid 6.2.0

The following table provides high-level descriptions of, and actions for, reporting issues found in this release.

Description	Action
In some cases, after deduplication completes, it may take up to 30 minutes for the deduplication results to appear in a Summary report.	Refresh page after 30 minutes or so.
The first time a backup job writes to a newly migrated share, you may see an unusually high deduplication ratio in the Deduplication Summary Report.	None required. As deduplication for the job progresses, the reported number will become more accurate.
Exported reports contain date and time entries using the Linux epoch format.	Formulas for converting the Linux epoch format into (local) data and time are widely available, or contact ExaGrid customer support.
In the Event Viewer, if you filter events by keyword, 0 results may indicate that you have entered an unknown keyword.	Limit Event Viewer keyword filtering to: • Event IDs • Share names • Job names • ExaGrid Server names Italicized text found in event descriptions.

Description	Action
Shares created with no replication and then updated later to be replicated do not appear in replication reports.	Refresh page later. Deduplicated data produced after the share is changed to replicated will be reported.

Appendix A - CVEs

The following CVE fixes have been cumulatively applied to this ExaGrid software version.

It is ExaGrid's policy to include applicable CVE fixes in software releases available on at least a quarterly basis, or sooner as dictated by CVE severity.

CVE-214-3660	CVE-2014-9637	CVE-2016-1567	CVE-2017-0386
CVE-2012-6702	CVE-2014-9654	CVE-2016-2088	CVE-2017-759
CVE-2013-1620	CVE-2015-0245	CVE-2016-2123	CVE-2017-760
CVE-2013-2052	CVE-2015-0261	CVE-2016-2125	CVE-2017-2629
CVE-2013-4564	CVE-2015-1196	CVE-2016-2126	CVE-2017-6004
CVE-2013-6401	CVE-2015-1545	CVE-2016-2381	CVE-2017-6508
CVE-2013-6435	CVE-2015-1572	CVE-2016-3071	CVE-2017-6512
CVE-2014-0172	CVE-2015-1592	CVE-2016-3189	CVE-2017-7186
CVE-2014-2532	CVE-2015-2153	CVE-2016-4472	CVE-2017-7244
CVE-2014-2855	CVE-2015-2154	CVE-2016-5300	CVE-2017-7407
CVE-2014-3158	CVE-2015-2155	CVE-2016-5391	CVE-2017-7468
CVE-2014-3209	CVE-2015-2695	CVE-2016-5421	CVE-2017-7476
CVE-2014-3421	CVE-2015-2696	CVE-2016-6185	CVE-2017-7867
CVE-2014-3422	CVE-2015-2697	CVE-2016-6210	CVE-2017-7868
CVE-2014-3423	CVE-2015-2698	CVE-2016-6261	CVE-2017-8105
CVE-2014-3424	CVE-2015-3144	CVE-2016-6263	CVE-2017-8287
CVE-2014-3477	CVE-2015-3145	CVE-2016-6293	CVE-2017-8816
CVE-2014-3533	CVE-2015-3153	CVE-2016-6316	CVE-2017-8817
CVE-2014-3583	CVE-2015-3210	CVE-2016-6318	CVE-2017-8818
CVE-2014-3620	CVE-2015-3218	CVE-2016-7415	CVE-2017-9217
CVE-2014-3635	CVE-2015-3236	CVE-2016-7945	CVE-2017-9224
CVE-2014-3636	CVE-2015-3237	CVE-2016-7946	CVE-2017-9225
CVE-2014-3637	CVE-2015-3245	CVE-2016-7949	CVE-2017-9227
CVE-2014-3638	CVE-2015-3255	CVE-2016-7950	CVE-2017-9228
CVE-2014-3639	CVE-2015-4041	CVE-2016-7951	CVE-2017-9229
CVE-2014-4330	CVE-2015-4042	CVE-2016-7952	CVE-2017-9445
CVE-2014-4617	CVE-2015-4625	CVE-2016-8615	CVE-2017-9935
CVE-2014-5351	CVE-2015-5186	CVE-2016-8616	CVE-2017-10672
CVE-2014-6585	CVE-2015-5602	CVE-2016-8617	CVE-2017-10684
CVE-2014-6591	CVE-2015-7511	CVE-2016-8618	CVE-2017-10685
CVE-2014-7824	CVE-2015-7540	CVE-2016-8619	CVE-2017-10989
CVE-2014-7923	CVE-2015-8381	CVE-2016-8620	CVE-2017-11112
CVE-2014-7926	CVE-2015-8605	CVE-2016-8621	CVE-2017-11113
CVE-2014-8109	CVE-2015-8607	CVE-2016-8622	CVE-2017-11462
CVE-2014-8767	CVE-2015-8705	CVE-2016-8623	CVE-2017-13704
CVE-2014-8768	CVE-2015-20107	CVE-2016-8624	CVE-2017-13728
CVE-2014-8769	CVE-2016-0755	CVE-2016-8625	CVE-2017-13729
CVE-2014-9114	CVE-2016-1026	CVE-2016-8740	CVE-2017-13730
CVE-2014-9140	CVE-2016-1027	CVE-2016-9586	CVE-2017-13731
CVE-2014-9447	CVE-2016-1238	CVE-2016-9844	CVE-2017-13732
CVE-2014-9488	CVE-2016-1283	CVE-2016-10228	CVE-2017-13733

CVE-2017-13734
CVE-2017-14062
CVE-2017-14952
CVE-2017-15088
CVE-2017-15105
CVE-2017-15107
CVE-2017-16879
CVE-2017-17426
CVE-2017-17484
CVE-2017-18013
CVE-2017-18018
CVE-2017-18248
CVE-2017-18269
CVE-2017-1000099
CVE-2017-1000100
CVE-2017-1000101
CVE-2017-1000254
CVE-2017-1000408
CVE-2017-1000409
CVE-2018-0500
CVE-2018-1057
CVE-2018-1152
CVE-2018-3646
CVE-2018-4182
CVE-2018-4183
CVE-2018-5738
CVE-2018-5744
CVE-2018-5764
CVE-2018-5784
CVE-2018-6797
CVE-2018-6798
CVE-2018-6913
CVE-2018-6951
CVE-2018-6954
CVE-2018-8740
CVE-2018-9251
CVE-2018-10754
CVE-2018-10918
CVE-2018-10919
CVE-2018-11574
CVE-2018-13785
CVE-2018-14647
CVE-2018-15572
CVE-2018-16839
CVE-2018-16840
CVE-2018-16868
CVE-2018-16880
CVE-2018-16890
CVE-2018-17182
CVE-2018-17942
CVE-2018-18021
CVE-2018-18312
CVE-2018-18313
CVE-2018-18314
CVE-2018-18955
CVE-2018-19407
CVE-2018-19591
CVE-2018-19854
CVE-2018-20483
CVE-2018-20669
CVE-2018-20784
CVE-2018-1000005
CVE-2018-1000035
CVE-2018-1000116
CVE-2018-1000300
CVE-2019-0190
CVE-2019-0211
CVE-2019-0215
CVE-2019-1547
CVE-2019-1549
CVE-2019-1563
CVE-2019-2708
CVE-2019-3822
CVE-2019-3823
CVE-2019-3829
CVE-2019-3836
CVE-2019-3846
CVE-2019-3874
CVE-2019-3887
CVE-2019-5018
CVE-2019-5481
CVE-2019-5827
CVE-2019-8457
CVE-2019-8912
CVE-2019-8956
CVE-2019-8980
CVE-2019-9169
CVE-2019-9213
CVE-2019-9455
CVE-2019-9511
CVE-2019-9516
CVE-2019-9517
CVE-2019-10092
CVE-2019-10097
CVE-2019-11085
CVE-2019-13225
CVE-2019-13272
CVE-2019-13636
CVE-2019-13750
CVE-2019-13751
CVE-2019-13752
CVE-2019-13753
CVE-2019-14865
CVE-2019-14895
CVE-2019-15099
CVE-2019-15847
CVE-2019-15925
CVE-2019-16168
CVE-2019-16275
CVE-2019-17133
CVE-2019-17594
CVE-2019-17595
CVE-2019-18218
CVE-2019-18809
CVE-2019-18934
CVE-2019-19056
CVE-2019-19057
CVE-2019-19068
CVE-2019-19072
CVE-2019-19073
CVE-2019-19074
CVE-2019-19221
CVE-2019-19232
CVE-2019-19319
CVE-2019-19533
CVE-2019-19543
CVE-2019-19603
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CVE-2019-19770
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CVE-2019-19959
CVE-2019-20218
CVE-2019-20807
CVE-2019-20838
CVE-2020-0305
CVE-2020-0327
CVE-2020-0404
CVE-2020-1712
CVE-2020-1751
CVE-2020-1927
CVE-2020-3898
CVE-2020-6405
CVE-2020-6829
CVE-2020-8231
CVE-2020-8284
CVE-2020-8285
CVE-2020-8286
CVE-2020-8927
CVE-2020-10001
CVE-2020-10531
CVE-2020-10730
CVE-2020-10737
CVE-2020-10766
CVE-2020-10767
CVE-2020-10768
CVE-2020-10773
CVE-2020-10774
CVE-2020-11501
CVE-2020-11884
CVE-2020-11984
CVE-2020-12114
CVE-2020-12400
CVE-2020-12403
CVE-2020-12655
CVE-2020-12762
CVE-2020-13434
CVE-2020-13435
CVE-2020-13630
CVE-2020-13631
CVE-2020-13632
CVE-2020-13950
CVE-2020-13974
CVE-2020-14145
CVE-2020-14155
CVE-2020-14356
CVE-2020-14383
CVE-2020-14386
CVE-2020-15358
CVE-2020-15437
CVE-2020-16166
CVE-2020-17541
CVE-2020-19131
CVE-2020-24330
CVE-2020-24331
CVE-2020-24332
CVE-2020-24490
CVE-2020-24502
CVE-2020-24503
CVE-2020-24504
CVE-2020-24586
CVE-2020-24587
CVE-2020-24588
CVE-2020-24659
CVE-2020-24977
CVE-2020-25284
CVE-2020-25285
CVE-2020-25681
CVE-2020-26116
CVE-2020-26139
CVE-2020-26141
CVE-2020-26144
CVE-2020-26145
CVE-2020-26147
CVE-2020-26541
CVE-2020-27618
CVE-2020-27619
CVE-2020-27820
CVE-2020-27835
CVE-2020-28196
CVE-2020-28974
CVE-2020-29361
CVE-2020-29362
CVE-2020-29363
CVE-2020-29368
CVE-2020-29660
CVE-2020-35452

CVE-2020-35508
CVE-2020-35521
CVE-2020-35522
CVE-2020-35523
CVE-2020-35524
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CVE-2021-4115
CVE-2021-4122
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CVE-2021-20266
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CVE-2021-22884
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CVE-2022-0005
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CVE-2022-0392
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CVE-2022-21136
CVE-2022-21151
CVE-2022-21166
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CVE-2022-32208
CVE-2022-32212
CVE-2022-32250
CVE-2022-32742
CVE-2022-34903
CVE-2022-35255
CVE-2022-35256
CVE-2022-37434
CVE-2022-38177
CVE-2022-38178
CVE-2022-40674

ExaGrid's World-Class Support Team

ExaGrid's customer support and maintenance services are designed to ensure that your ExaGrid system stays up and running to meet your data protection needs.

Contact ExaGrid support by:

Emailing: support@exagrid.com
Calling your nearest support center:

U.S.	774-760-0292
Argentina	+54-113-988-9175
Brazil	+55-11-3230-2496
Canada	+1-613-416-8345
Colombia	+01-800-917-1200 Option 2
Czech Republic	+420-22-888-5981 Option 2
France	+33-17-636-0901 Option 2
Germany	+49-408-740-8191 Option 2
Great Britain	+44-118-315-0037 Option 2
Ireland	+353-1-485-4290
Israel	+972-372-0-8936
Italy	+39-14-261-7000 Option 2
Mexico	+52-55-4972-6987
Netherlands	+31-182-788-210 Option 2
Poland	+48-22-307-0454
Singapore	+65-3-158-6322
Spain	+34-91-198-1090 Option 2
South Africa	+27-10-900-2894
Sweden	+46 84-30-9657 Option 2
Switzerland	+41-21-588-16-60 Option 2
Turkey	+90-2169-00-1211

For the most up-to-date list of ExaGrid Support centers and phone numbers go to: https://exagrid.com/tech-support/

ExaGrid Patents

This section is intended to serve as notice under 35 U.S.C. § 287(a).

U.S. Patent Nos. 7,246,140; 7,246,275; 7,593,966; 7,925,623; 8,412,848; 8,589,363; 8,812,738; 9,223,794; 9,223,812; 9,703,797; 9,430,546; 10,067,946; 10,073,855; 10,114,831; 10,303,656; 10,387,374; 10,452,617; 10,498,356. Other patents pending.

European Pat. Nos. 1,537,496; 1,540,441; 1,540,478; 1,540,510; 2,256,934; 3,059,677; 3,062,227; 3,159,811; 3,401,790. Other patents pending